

# Edwin Victor Franco

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## IT SUPPORT SPECIALIST | SERVICE DESK | SYSTEMS SUPPORT

Hands-on IT support specialist with experience troubleshooting hardware, software, and access issues across live environments. Known for working directly with users to resolve problems quickly, explain solutions clearly, and keep systems running reliably.

Experienced supporting remote and on-site users across Windows, mobile, and networked environments, with a focus on practical problem solving, system stability, and user success.

## CORE SKILLS

User Support, Troubleshooting, Issue Resolution, Root Cause Analysis | Windows OS, Mobile Devices (iOS/Android), Hardware & Peripheral Support | Remote Support (RemotePC, Google Remote Desktop, VPN), Command-Line Troubleshooting | User Account Management, Onboarding/Offboarding, Access Control | Basic Networking (TCP/IP, DNS, Connectivity Issues) | Microsoft 365 (Outlook, OneDrive, Teams), Software Installation & Configuration | Documentation, Knowledge Base Creation, Process Tracking

## PROFESSIONAL EXPERIENCE

Spellgather LLC – Founder / Lead Developer

Oct 2025 – Present

Live: [www.spellgather.com](http://www.spellgather.com) | GitHub: [github.com/evictme](https://github.com/evictme) (code available upon request)

- Built and maintained a web-based application, troubleshooting issues across frontend behavior, backend logic, and data handling
- Diagnosed and resolved real-time system issues, improving reliability and usability based on user interaction
- Managed system behavior and performance in a live environment, refining workflows to reduce user friction

European American Association – Operations / Systems / HR Lead

2011 – 2016 | 2018 – 2025

- Served as primary point of contact for staff experiencing technical issues, providing support across hardware, software, and user access
- Delivered remote support across Windows, iOS, and Android systems using RemotePC, Google Remote Desktop, VPNs, and command-line tools
- Managed user accounts and credentials, including onboarding, offboarding, and access control across multiple systems
- Installed, configured, and maintained workstations, software, and peripherals to support daily operations
- Troubleshot network connectivity, VoIP systems, and application issues to restore functionality quickly
- Maintained system reliability through backups, monitoring, and issue resolution in a regulated environment
- Documented processes, troubleshooting steps, and system configurations to support knowledge sharing and consistency
- Trained staff on system usage and provided ongoing support to improve user confidence and productivity
- Functioned as Tier 2 support, resolving complex system, network, and access issues across multiple environments
- Configured, deployed, and maintained workstations and user environments to support daily operations

## PROJECT HIGHLIGHTS

- Resolved a VoIP/PBX failure that external vendors could not diagnose, restoring service and avoiding a ~\$30K replacement
- Diagnosed and stabilized recurring system crashes by identifying unauthorized system access issues
- Built tools to streamline document processing and reduce manual workload
- Transitioned workflows to digital systems, improving usability and reducing errors

## PROJECTS

Scribex – Embedded Hardware System | [www.spellgather.com/scribex](http://www.spellgather.com/scribex)

Built and tested a hardware/software system, troubleshooting real-world issues to achieve stable performance and usability